

Digital Advisory Services Professional Service Description

Software Defined Networking Awareness Workshop

1. Description of Services.

1.1 Software Defined Networking Awareness Workshop.

Verizon will deliver a four (4) hour software defined networking (“SDN”) awareness workshop (the “SDN Awareness Workshop” or the “Engagement”). The SDN Awareness Workshop will provide Customer with knowledge about SDN industry trends by providing a point of view on SDN and its relevance to Customer’s network environment. The Engagement will consist of a Verizon-led presentation covering SDN concepts, benefits of adoption, existing industry standards and solutions, reference use cases and notable adoptions and the challenges faced in incorporating SDN into the Customer Network. The presentation will be followed by a roundtable discussion of SDN between the Verizon consultant and the Customer-selected stakeholders in attendance.

2. Scope of Work.

Verizon will perform the Engagement activities listed in this section and these activities are “in scope” for the SDN Awareness Workshop. Any items or actions not specifically identified in this section are out of scope.

2.1 Preparation and Initiation. The Verizon Engagement Project Manager, as defined below, will coordinate the Engagement kick-off meeting as further described below under “Engagement Management.” After the Customer provides the list of participants, Verizon will coordinate and schedule a day and time for the delivery of the SDN Awareness Workshop.

2.2 SDN Awareness Workshop. Verizon will deliver a presentation (the “Presentation”) to Customer stakeholders covering the following SDN areas:

- **Introduction to SDN**
 - SDN history and market landscape
 - Understanding SDN – technical overview
 - Currently available SDN solutions
 - Common SDN use cases
- **Business Drivers**
 - SDN adoption drivers
 - Risks and benefits of SDN adoption
- **SDN Adoption Considerations**
 - Approaches to adoption
 - Mitigation of adoption issues
 - Impact to IT infrastructure, services, and security posture

- Impact to key personnel
- Impact to infrastructure equipment procurement
- Steps to success
- **How Verizon Can Help**
 - Review of Verizon’s SDN capabilities and offering structure
 - Review of Verizon’s Professional Services approach to SDN
 - A summary of any “next steps” recommended for the Customer by Verizon that may have been identified during the Engagement

Verizon will conduct the SDN Awareness Workshop on Customer Site or remotely, as specified in the Engagement Letter.

2.3 Engagement Management. Verizon will designate an “Engagement Project Manager” who will act as the single point of contact throughout the Engagement. The Engagement Project Manager is also responsible for managing the change control process. Should the Engagement’s requirements change during the course of the Engagement, the Engagement Project Manager will ensure that any modifications to the Engagement are agreed to and documented in writing.

Verizon will work with Customer to schedule a kick-off discussion to initiate the Engagement. Verizon and Customer will collaborate to determine required stakeholders and other attendees, agenda, and kick-off meeting location (i.e. on site or virtual). At or before the kick-off discussion, Customer shall provide a list of appropriate contact personnel with contact numbers, and appropriate on-site authorization documentation (where applicable). As an output of the discussion, Verizon will confirm the resources, date, time, and location for the Engagement with the Customer.

All Engagement Management activities and duties will be delivered remotely.

3. Deliverables and Documentation to be produced by Verizon. Deliverables are intended for Customer and Verizon use only. Customer may disclose a Deliverable to a third party pursuant to the Agreement’s confidentiality terms. Verizon will provide:

3.1 The Presentation.

All documentation will be delivered to the Customer electronically in the PDF or a Microsoft Office format.

4. Documentation to be produced by Customer and Customer Obligations. Delivery of this Engagement by Verizon is dependent on Customer’s performance of the following:

- 4.1 Provide the necessary commitment of resources and timely response to requests for information to achieve the delivery of the SDN Awareness Workshop within the mutually agreed timeframes.
- 4.2 Designate, prior to start of the Engagement, a project manager who will function as the single point of contact (SPOC) to Verizon and must be involved throughout the duration of the Engagement.

4.3 Actively participate in all Engagement related meetings and discussions and mutually collaborate with the SPOC designated by Verizon to resolve issues and changes to plan.

4.4 Make available, as required, all necessary contacts and stakeholders for input and participation in this Engagement.

4.5 Provide the assistance as defined under Customer Obligations section of the SOW.

5. Assumptions. In addition to the (i) above-stated obligations, policies, and parameters and (ii) the assumptions stated in the Assumptions section of the SOW, the following assumptions and considerations shall apply. Verizon's provision of the Engagement is based on the following assumptions. Should any of these assumptions prove to be incorrect or incomplete then Verizon may modify the price, scope of work, or milestones:

5.1 Engagement will be performed during the hours defined in the Engagement Letter.

5.2 Any Assumptions under the applicable Engagement Letter will also apply to this Engagement.

6. Definitions. The following definitions apply to the SDN Awareness Workshop, in addition to any other definitions that are available in the Contract or these terms:

6.1 **Customer Network:** A mutually agreed list of managed or unmanaged network devices, and the network to which they are connected.